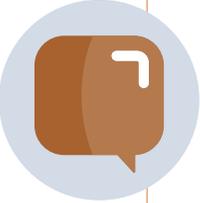


Form Etiquette



Ask the RIGHT Questions

- For each prompt, ask:
 - 1) **Why** do I need each prompt?
 - 2) **What** type of response(s) do I expect to gather?
 - 3) **How** will I handle the data I receive?

Do we need the answer to this question?

- Yes — Leave it.
- No — Remove it.



Keep It SECURE and Private

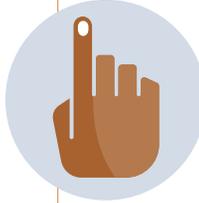
You cannot request or store Sensitive Personal Identifying Information (PII) on the GeorgiaGov Web Platform. If you need to store PII, you need to find a system that meets federal standards for storing sensitive data.

Remove questions asking for any of the following:

- Social Security Number
- Date of Birth
- Driver's License Number
- Medical Information
- Any information that may stigmatize or adversely affect user.

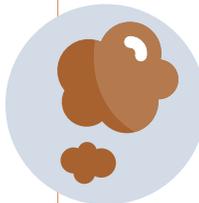
Not Sensitive PII but still needs some security restrictions?

- Use **Secure Webform** settings to submit data over SSL and restrict which employees can view and download data.



Make Forms USABLE

- Use as **few** questions as possible.
- Clarify questions with **tooltips** or **descriptions**.
- Group similar groups of questions with **Fieldsets**.
- Use **labels** and **field keys** for each field.
 - When asking for a name, the field key should be "Name."
- Mark **required** fields.
- Match **field type** to the type of information I need.
 - Set field as mail, phone number, date and not just "text input."
- Use **select lists** when the number of possible answers is limited.
 - **Radio buttons:** User selects 1. Options are visible.
 - **Check boxes:** User can select more than 1. Options are visible.
 - **Dropdown lists:** User select 1, and the list of options is long (such as U.S. states, countries, etc.).
- Test to confirm can be completed using **only a keyboard**.



Be CONSIDERATE

Recognize emotionally sensitive information.

- In the description or tooltip, I explain:
 - **Why** I need it.
 - **Who** will use it.
 - **How** it will be used.
- **Gender** and **marital status** have options for "Other" or "Custom."
- **Ethnicity** or **race** have options for "other" or let you select multiple fields.
- Tread lightly on questions that may be more complicated than you think: family and relationships, education, employment.